# There's an app for that- but it needs improvement



Project Title	There's an app for that- but it needs improvement
Project	Analyze feedback data from numerous sources, develop recommendations, and help
Summary	implement changes to improve Veterans Health Administration's virtual product offerings
Country	United States

#### **Project Description**

Are you interested in improving virtual health tools available for our nation's Veterans? The Veterans Health Administration's (VHA) virtual product Implementation Team needs your help to improve our tools and our communication about the tools! (See mobile.va.gov to understand our product offerings!)

You will work with a PhD Human Factors Engineering professional on one or more of these projects: Project 1: Help us use feedback that users have submitted.

Use qualitative data coding methods to analyze feedback from multiple sources (e.g., Google Play). Make recommendations for features to be added to product backlogs to improve our tools. Identify feedback trends over time. Advise on how we can apply sentiment analysis to feedback over time. Recommend feedback process improvements.

Project 2: Assist with data collection and analysis directly from Veterans or VHA providers Draft survey questions, assist with interviews, and recommend other data collection approaches to understand user needs and experience using our tools. Analyze the data and help direct next steps based on requirements or desires gathered.

Project 3: Lead curation of mobile.va.gov content.

Help us ensure the information is what users need. Prioritize recommendations from a recent assessment. Advise on additional data needed to make changes. Identify inconsistencies across app descriptions.

## **Required Skills or Interests**

Skill(s)
Analytical writing
Data analysis
Data visualization
Design thinking

#### **Additional Information**

You will need to come with knowledge of Excel and qualitative data coding methods. Your creative and technical input is highly desired. If you identify gaps, needs, or personal interests around "feedback," we can work to design a study or project to address them. We support and encourage publishing based on project results Our vision at the VA's Office of Connected Care is to improve access to care, care delivery, health outcomes, and provider and Veteran experience via adoption and use of virtual care tools. Our goal is to foster adoption and use of combinations of virtual health technologies to improve access, quality and efficiency of healthcare delivery. To learn more https://connectedcare.va.gov/

### **Language Requirements**

None